

EVENT NOTIFICATION

To: Qwest Wholesale Customers
From: Qwest IT Wholesale Systems Help Desk
Date: April 08, 2003
Subject: System Event Notification

☒ Initial

☐ Update

☐ Closure

This Event Notification is sent to advise you that Qwest had experienced trouble with the below system:

PCRM Ticket Number: 6198464

Ticket Severity: 3

☐ Event Internally Identified by Qwest, no reporting CLECs

ISC Ticket Number: **25077765**

Event Onset

Description of Trouble: CLECs may receive LSR rejects when deleting USOC ESX on a residential account.

Time: 3:30 MTN

Business Impact: CLECs may not be able to submit LSRs when removing the USOC ESX.

☐ AM ☒ PM

Qwest Proposed Work Around: Indicate manual handling and provide instructions to remove USOC ESX in the "Remarks" field.

Date: 04/07/03

System/Application:

IMA-GUI	<input checked="" type="checkbox"/>
IMA-EDI	<input checked="" type="checkbox"/>
TELIS/EXACT	<input type="checkbox"/>
E-Commerce Gateway	<input type="checkbox"/>
CEMR	<input type="checkbox"/>
Resale Product Database	<input type="checkbox"/>
MEDIACC	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>

Client Region:

Eastern	<input type="checkbox"/>
Central	<input type="checkbox"/>
Western	<input type="checkbox"/>
All Regions	<input checked="" type="checkbox"/>

Estimated resolution Time: hh:mm MTN ☐ AM ☐ PM Date: mm/dd/yy

Event Closure

Resolution:

Time: hh:mm MTN

☐ AM ☐ PM

Date: mm/dd/yy

☐ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.